

Technology Updates

PRESENTER NAME: Dave Wallace

BOARD MEETING DATE: 9/26/2018

BOARD MEMBER SPONSOR NAME:

DISCUSSION TIME ALLOTTED:

<p>ISSUE/SITUATION: Be concise - 1 or 2 sentences that get to the heart of the situation, problem or opportunity being addressed.</p>	<p>THE ISSUE/OPPORTUNITY IS:</p> <p>Update on current status of:</p> <ul style="list-style-type: none"> • Technology development for Title 1 and Title 3 programs • Presentation of two technology options to meet two different multi-partner needs: <ul style="list-style-type: none"> ○ Employer Information ○ Shared Case Management
<p>TAP STRATEGIC PRIORITY: Which TAP strategic priority or priorities does this recommendation support? Can you tie to specific goals and objectives in TAP? Briefly describe these connections. If the connection is unclear, describe why this is of consequence to the Workforce Board and/or workforce system.</p>	<p>SUPPORTS TAP STRATEGIC PRIORITY:</p> <p>Integrated and Streamlined Customer</p> <p>Strengthened Business Engagement</p>
<p>POTENTIAL IMPACT: Effect on people, businesses, communities. What is better or different from other existing strategies?</p>	<p>IT IS SIGNIFICANT BECAUSE:</p> <p>Improved information technology will be a key factor in increasing the efficiency with which partner programs can coordinate serving shared clients and streamline employers' interface with the state's workforce system.</p>
<p>OPTIMAL NEXT STEPS: What do you really want to happen as a result of this discussion with the Workforce Board?</p>	<p>MY IDEAL OUTCOME OF THIS DISCUSSION IS:</p> <p>Board members will have more information about upcoming decisions on priorities for IT exploration and investment.</p>
<p>BACKGROUND: Short history of how this recommendation came to be. What has been tried, to what result? What evidence exists to support this recommendation?</p>	<p>RELEVANT BACKGROUND INFORMATION:</p> <p>WaWin – This system will become the new case management system for Adult, Dislocated Worker, Youth, and Employment Services programs, as well as several other Employment Security Department workforce programs. It will include both case management and some Customer Relationship Management functions. The presentation will be an update on the status and the trajectory of this information technology project.</p> <p>SARA - is a software product which was developed specifically in response to</p>

	<p>WIOA, and is in use in all or part of five states. It is designed to facilitate sharing of case management information across partners without modification of existing information systems. It also includes AI “assistant” functionality to increase productivity, and referral tracking. It may also be able to contribute to common intake.</p> <p>EconoVue - combines firm-level Dunn & Bradstreet information with government data. There are two different user products, one designed for economic analysts, and the other focused on localized information.</p>
<p>STAKEHOLDER ENGAGEMENT, PROS AND CONS: Which stakeholders have been engaged in the development of this recommendation? What are the pros and cons of this recommendation? According to whom (which stakeholder groups)? Are there viable alternatives to consider?</p>	<p>STAKEHOLDERS HAVE PROVIDED INPUT AND THEY THINK:</p> <p>N/A</p>
<p>FINANCIAL ANALYSIS AND IMPACT: What will it cost to enact this recommendation? What resources will be used? Are new resources required? How much? Where will existing or new resources come from? Are there savings to be gained from this investment? Over what period? Are there other returns on investment to consider?</p>	<p>THE COST AND RESOURCE NEEDS OF THIS RECOMMENDATION ARE:</p> <p>To be addressed in discussion of Committee proposals</p>
<p>RECOMMENDATION AND NEXT STEPS: What specific result do you want from the Board? Is this recommendation for discussion or action? If for discussion, will action be required at a later date? What next steps are expected after this discussion?</p>	<p>THE RECOMMENDATION AND/OR REQUESTED ACTION IS:</p> <p>For discussion only, these are informational presentations to inform upcoming decisions.</p>

